

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

Customers can submit one of the following payment types for their Austin-Travis County EMS account(s):

- One-Time Payment
- Recurring Monthly Payment

Online payments can be submitted via credit card (Visa, MasterCard, Discover or American Express).

To submit an online payment, you must have the run number and date of service listed on the invoice. If you do not have your run number or date of service, please contact the Austin-Travis County EMS Billing Department at 512-972-7210 or at [EMSBillingInfo@austintexas.gov](mailto:EMSBillingInfo@austintexas.gov)

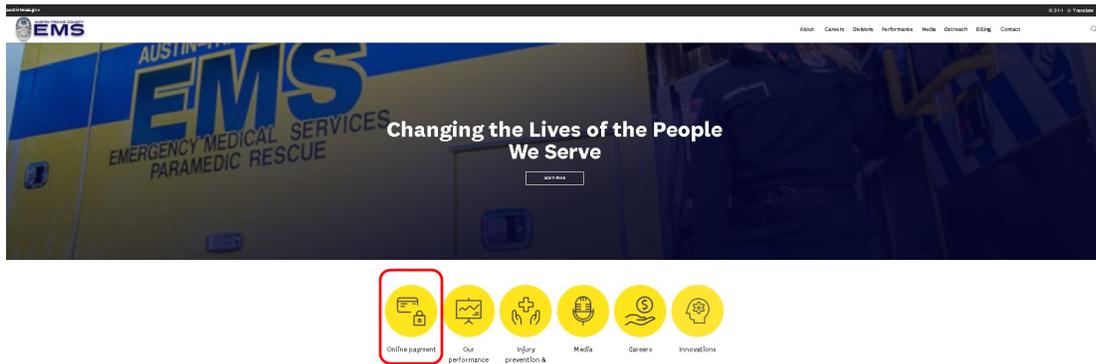
**To schedule a recurring payment on your Austin-Travis County EMS account, follow these steps:**

Please note, there are two steps involved in scheduling a recurring payment

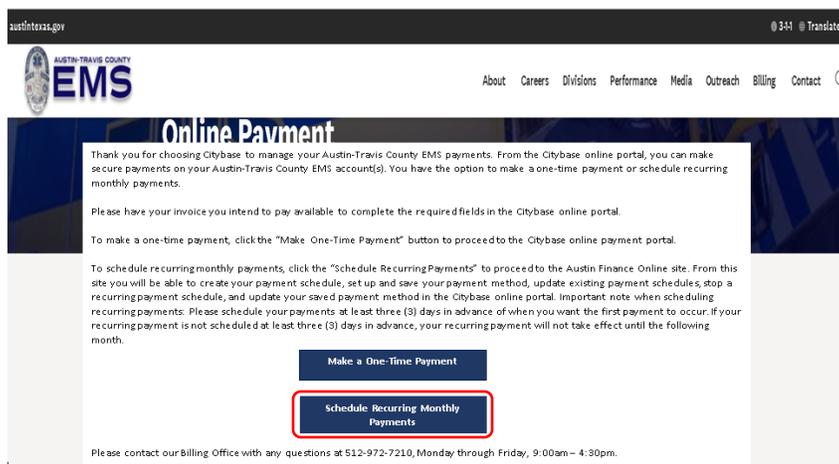
1. Submit the EMS Recurring Payment Request Form
2. Creating an profile in Citybase to link your account and save your payment method

Visit [www.ATCEMS.org](http://www.ATCEMS.org)

Select “Online Payment”



Select “Schedule Recurring Monthly Payment”



# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

You will then be directed to the Austin Finance Online site where you can:

- Option 1: Set up a Payment Schedule
- Option 2: Update a Payment Schedule
- Option 3: Update a Payment Method

Select Option 1 to Set up a New Payment Schedule – **please note, you must set up the payment schedule at least three (3) days before you want your first payment to take place**

### OPTION 1

Set up a recurring payment schedule in two steps:

1. Create my payment schedule
2. Set up and save my payment method in Citybase

Set Up Payment Schedule

Enter your Run Number and Date of Service, then select Verify Run Number and Date of Service

EMS RECURRING PAYMENT REQUEST FORM

CONTACT INFORMATION

Verify Run Number and Date of Service

Verify Run Number and Date of Service

If your run number or date of service is incorrect, you will receive the following message:

The Run Number or Date of Service entered is not found in the EMS records. Please contact EMS at (512) 972-7210 or [emsbillinginfo@austintexas.gov](mailto:emsbillinginfo@austintexas.gov)

If you do not have the correct information or are unsure, please contact the Austin-Travis County Billing department using the contact information in the above message.

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

Enter the following information (all fields are required):

- Patient First Name
- Patient Last Name
- Requestor Full Name
- Requestor Phone Number
- Notify Email (this email is only used for your payment request and will not be submitted to Citybase. This is where your recurring payment request will be emailed if you choose)
- Payment Amount (this is the monthly payment amount, not the total amount due)
- Pay on Day Each Month – You can select days 1 through 28 but remember this must be scheduled at least three (3) days in advance in order for your first recurring payment to take place this month.

Select "Submit Request"

### EMS RECURRING PAYMENT REQUEST FORM

#### CONTACT INFORMATION

Your run number and date of service are valid. Please complete the form below.

Run Number

Date of Service

Patient First Name

Enter Patient's First Name

Patient Last Name

Enter Patient's Last Name

Requestor Full Name

Enter Requester Name

Requestor Phone Number

5556667777

Notify Email

email@address.com

#### PAYMENT INFORMATION

Payment Amount

0.00

Pay On Day Each Month

1st

Submit Request

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

Select Email Schedule if you would like your payment schedule emailed to you

Select Print Schedule if you would like to print your payment schedule

Your payment schedule provides you with the following information:

- Account Information
- Requestor Information
- Payment Request Information
  - The First Scheduled Payment Date is dependent on the customer setting up a payment method at Citybase, associating the Run Number with the account, selecting a payment method for the Run Number, then turning on Auto pay (Step 2 of 2)
    - If this is not completed, your recurring payments are not scheduled

STEP 1 OF 2

Email Schedule Print Schedule

EMAIL OR PRINT PAYMENT SCHEDULE

Please print or email this information for your personal records.

Note: You can return to the Austin-Travis County EMS Recurring Payments Schedule option at any time to change your payment amount and/or payment date, or stop your reoccurring payment. If the payments have already been processed by Citybase for the given day this month, your request will become effective on the following month.

ACCOUNT INFORMATION

Request Number	698
Run Number	09-98765
Request Date	03/10/2022

REQUESTOR INFORMATION

Date of Service	10/01/2009
Patient Full Name	Jane Doe
Requestor Full Name	John Doe
Requestor Phone Number	(512) 972-7210
Notify Email	John.Doe@gmail.com

PAYMENT REQUEST INFORMATION

Payment Amount	\$25.00
Pay on Day Each Month	13th
First Scheduled Payment Date*	03/13/2022
Months Until Paid Off	33.46

\*The first scheduled payment date is dependent on the customer setting up a payment method at Citybase, associating the Run Number with the account, selecting a payment method for the Run Number, then turning on AutoPay.

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

Select Add Payment Method to continue to Citybase

STEP 2 OF 2

ADD PAYMENT METHOD

Continue to Citybase to add your payment method.

Payment methods accepted are Mastercard, Visa, Discover and American Express. There are no additional fees if you choose to use a credit card. ACH is not accepted at this time.

[Add Payment Method](#)

If you are a new online payment customer, select Register here. If you have an account with Citybase, log in and proceed to page 8

**Welcome**

Please log in to continue.

Email address

Password [Show](#)

[Log In](#)

[Forgot Password?](#)

Don't have an account? [Register here.](#)

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

Enter the following information:

- First Name
- Last Name
- Email Address
- Password
- Confirm Password
- Select Register



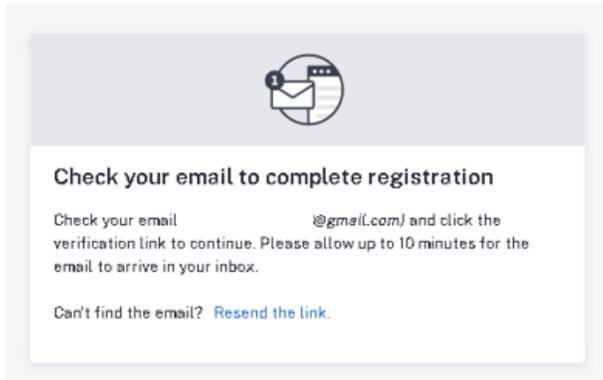
City of Austin

The image shows a registration form titled "Welcome" with the instruction "Get started by providing your name, email and password." The form contains five input fields: "First name", "Last name", "Email address", "Password", and "Confirm password". Each field has a blue arrow pointing to it from the left. The "Password" and "Confirm password" fields have a "Show" link to the right. Below the fields is a list of password requirements, each with a radio button: "Password must be 8 characters", "Password must contain at least one number", "Password must contain an upper and lower case letter", and "Password must contain a special character (!@#\$%^&\*?)". A blue "Register" button is highlighted with a red border. At the bottom, there is a link that says "Already registered? Log in."

Upon registering, you will be prompted to check your email to complete registration

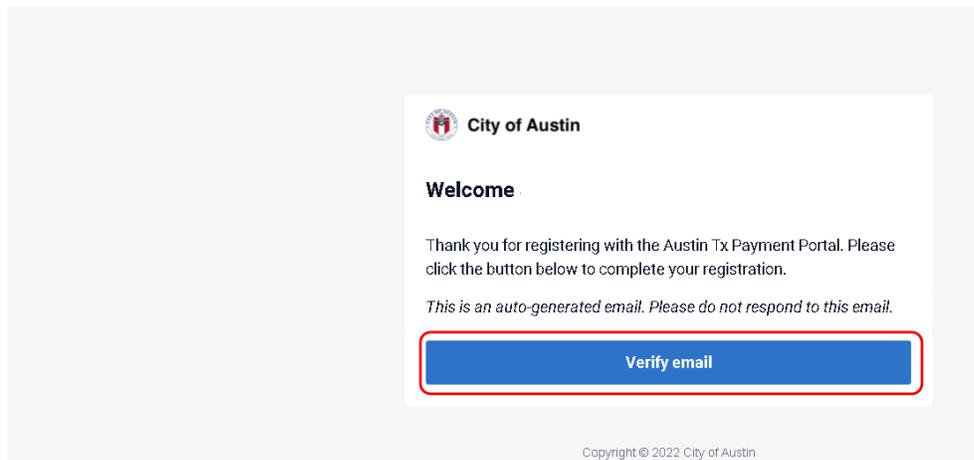
# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

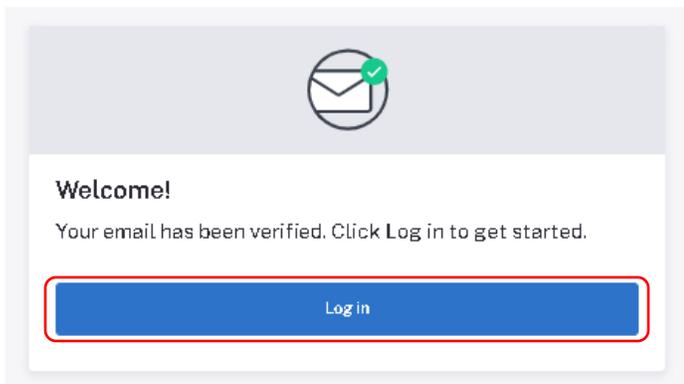


Find the email from [no-reply@pay.for.austintexas.gov](mailto:no-reply@pay.for.austintexas.gov) and select “Verify email”

no-reply@pay.for.austintexas.gov via mail134-10.atl141.mandrillapp.com  
to me



Once your email is verified, select “Log in”



To add your personal information and payment methods, select Configure Settings or Settings

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS



City of Austin

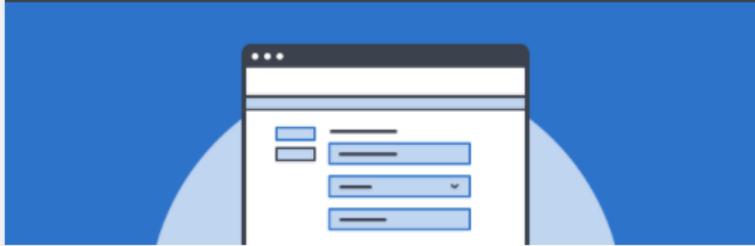


Hello,

ACCOUNTS

SETTINGS

Welcome!



Pay your bills quickly. Manage your personal data. Get started below.



**Add an Account**  
Find and attach your accounts to make your payments simple.

Add Account



**Configure Your Settings**  
Add your personal information and payment methods to make fast payments.

Configure Settings



City of Austin

Log Out

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

### Contact Information



City of Austin



Hello,

ACCOUNTS

SETTINGS

#### Contact Information

Address

Email

Phone Number

#### Wallet

#### Login & Security

Password

 [Change Password](#)

Name

 [Edit Name](#)

City of Austin

Log Out

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

Select Add an Address

Address

⊕ Add an Address

Enter the following information and select save

- Country
- Address
- Apt, Suite, Unit, Floor, etc.
- City
- State
- Zip Code

### Add Address

Country  
United States of America

Address

Apt, Suite, Unit, Floor, etc. (Optional)

City

State  
Please select state

Zip code

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

Select Add an Email

Email

+ Add an Email

Add email address and select save

### Add Email Address

Email address



Cancel

Save

Select Add a Phone Number

Phone Number

+ Add a Phone Number

Add phone number and select save

### Add Phone Number

Phone number



Cancel

Save

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

Select Add a Payment Method

Wallet

+ Add a Payment Method

Select Credit Card and enter the following information and select Add Credit Card

- Country
- Name on card
- Credit card number
- Expiration date (MM/YY)
- CVV
- Zip Code

SETTINGS > ADD PAYMENT METHOD

### Add New Payment Method

Credit Card



Country

United States of America

Name on card

Credit card number

Expiration date (MM/YY)

CVV

Zip code

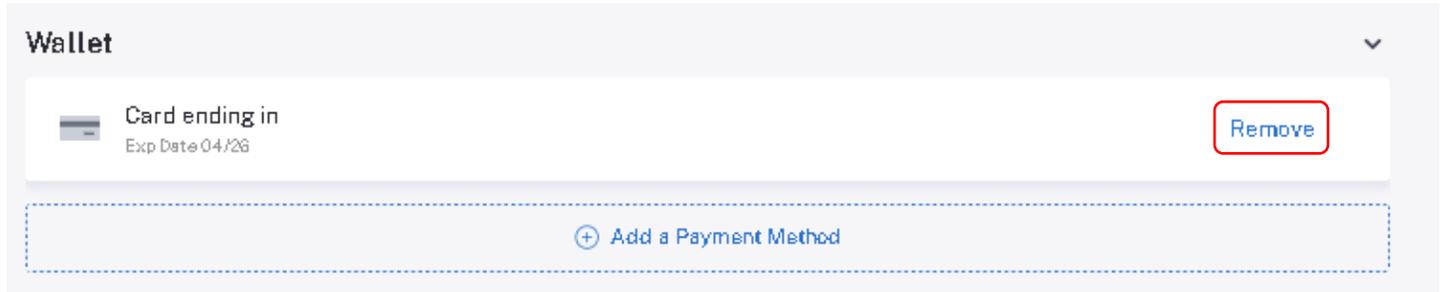
Cancel

Add Credit Card

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

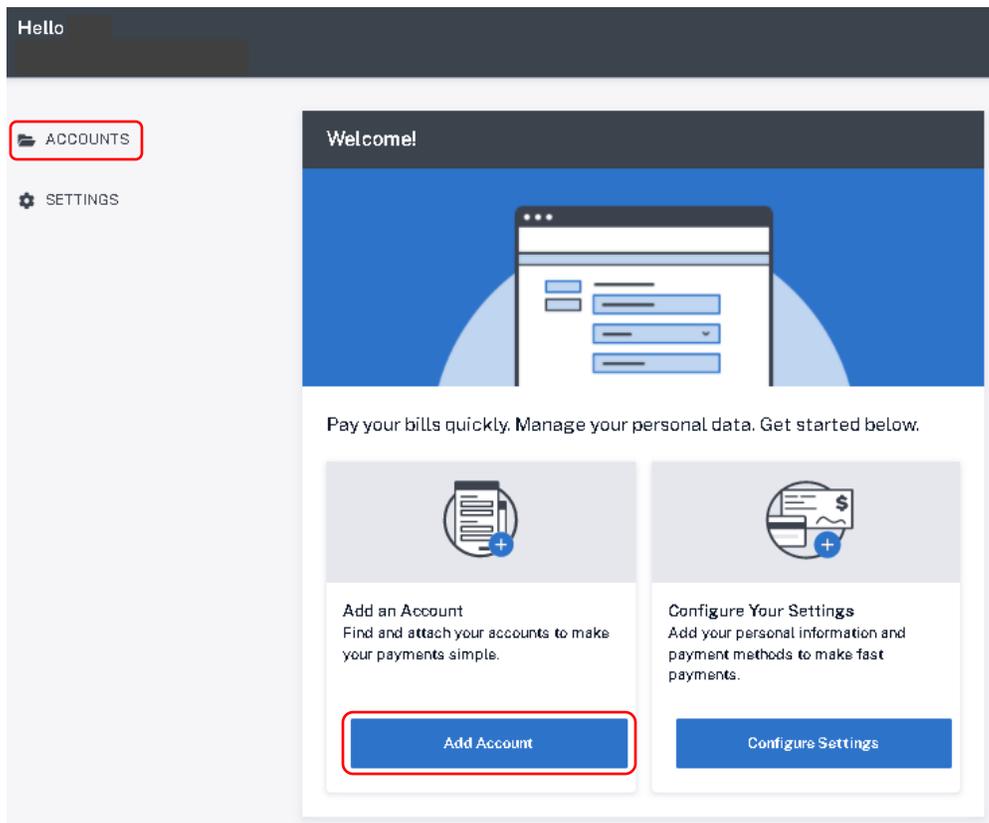
## STEP-BY-STEP GUIDE FOR CUSTOMERS

Once payment information is added, this data cannot be edited or viewed. There is a limited information that will be displayed once it's saved. If you are having difficulty making a payment using the wallet, you will need to "remove" this card and add it back again.



Your personal information is now saved.

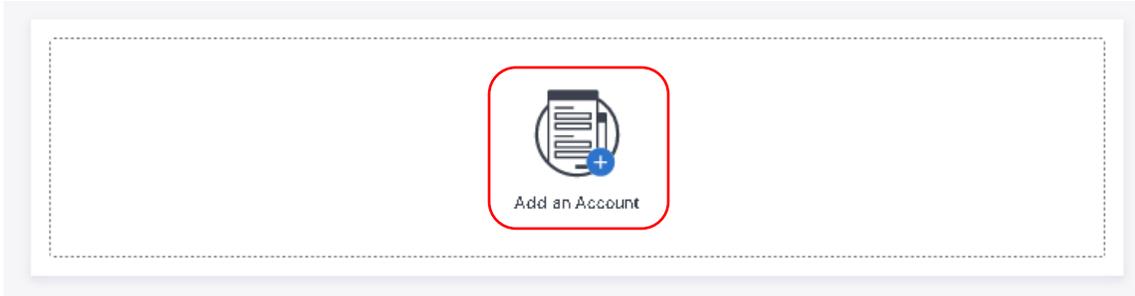
To link your EMS account to your profile, select Accounts or Add Account



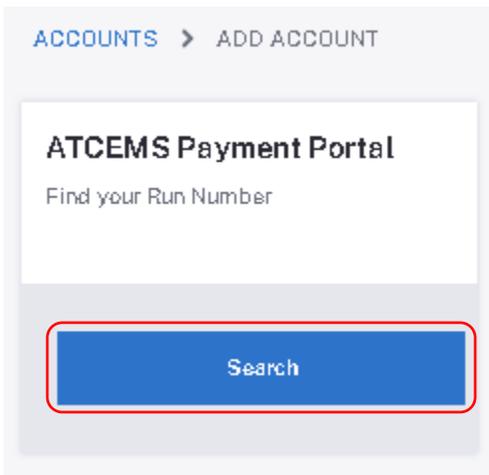
# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

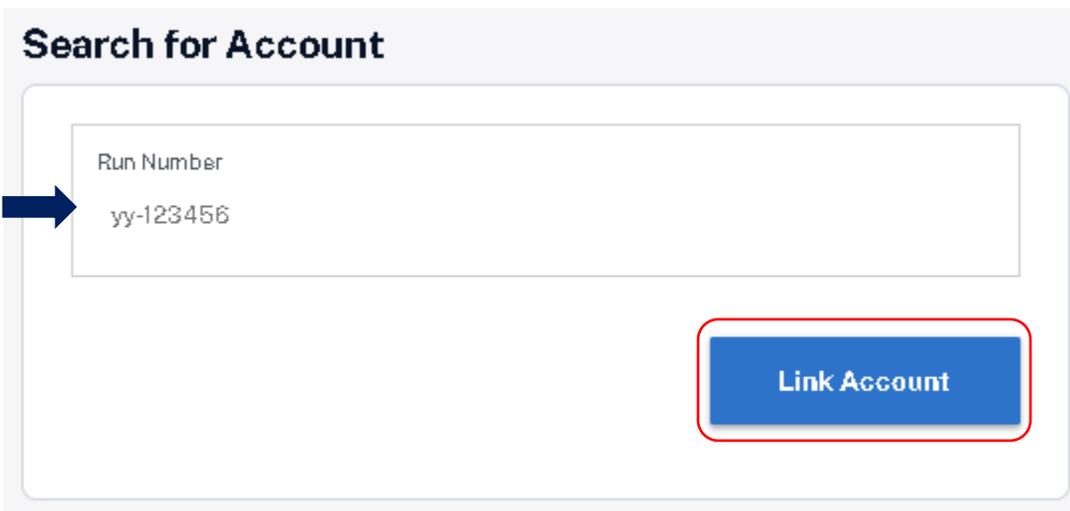
Select Add an Account



Select Search



Enter your Run Number and select Link Account



# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

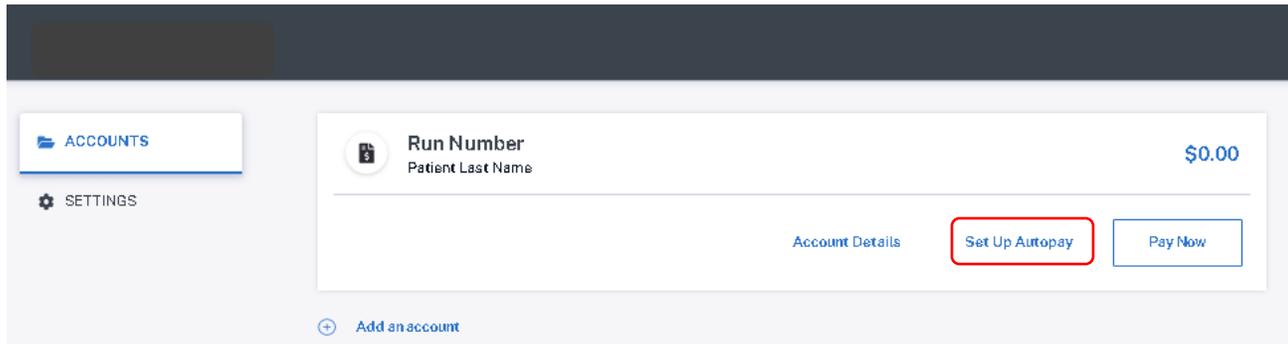
## STEP-BY-STEP GUIDE FOR CUSTOMERS

If you enter an invalid Run Number you will receive the following message. Check your invoice for correct Run Number and Date of Service

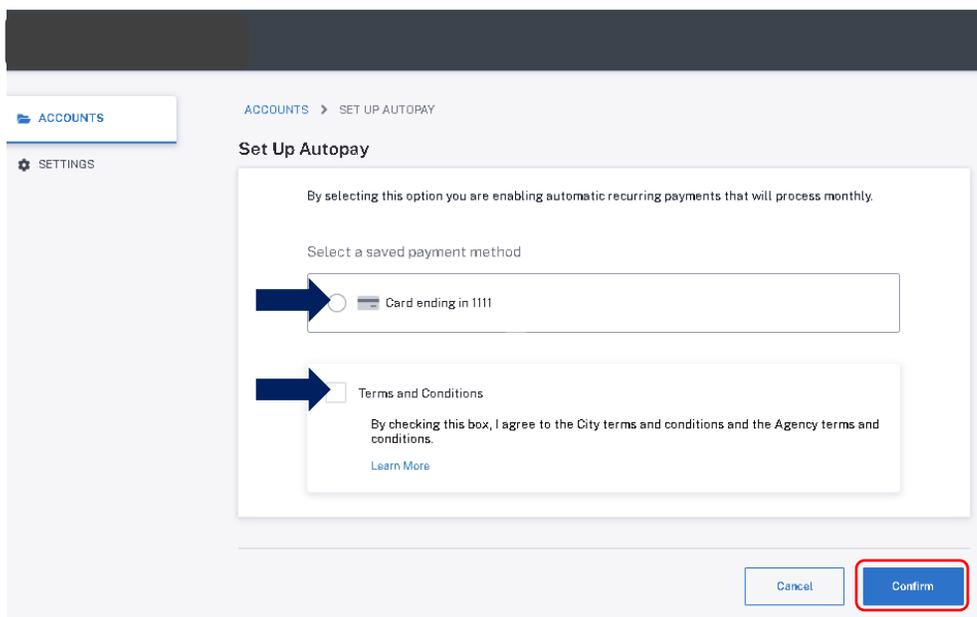
 Error finding your account. The account number may be invalid or may already be linked to your profile. Please double check your entries and try again.

If you do not have the correct information or are unsure, please contact the Austin-Travis County Billing department at 512-972-7210 or [EMSBillingInfo@austintexas.gov](mailto:EMSBillingInfo@austintexas.gov).

Once your account is linked to your profile, select Autopay



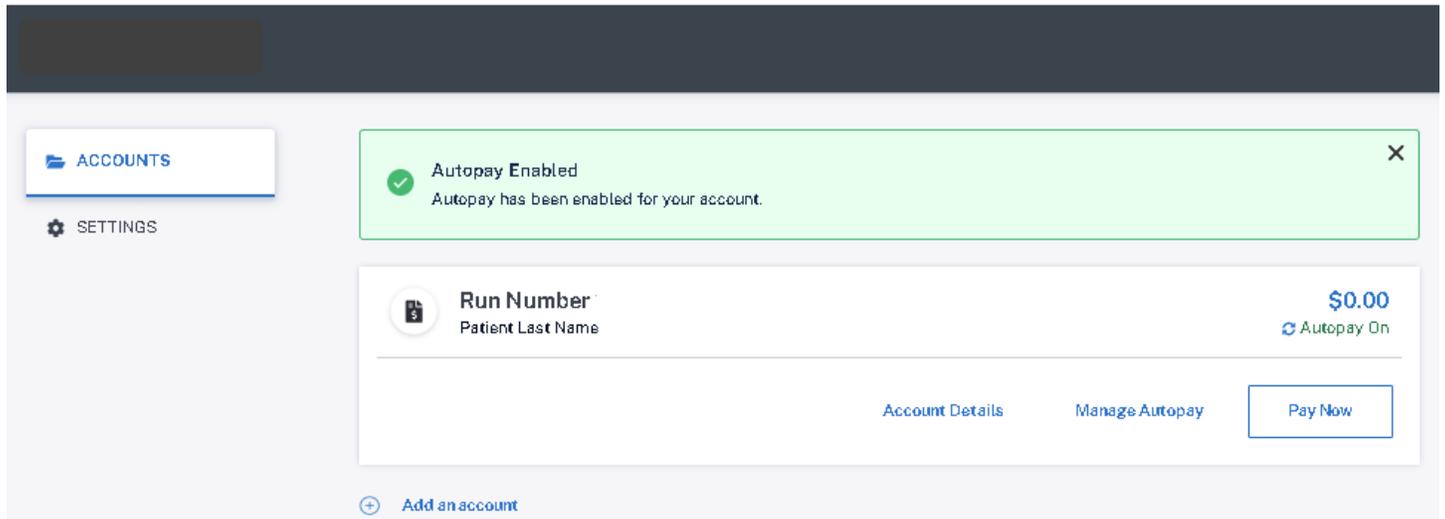
Select the payment method you wish to use for your recurring payment, review and agree to the Terms and Conditions, and select Confirm



# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

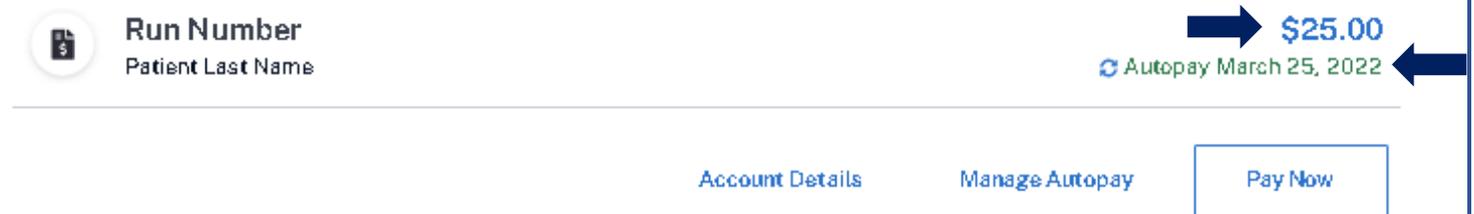
## STEP-BY-STEP GUIDE FOR CUSTOMERS

A message will display telling you autopay was enabled for your account. You will also receive an email confirming that AutoPay has been enabled.



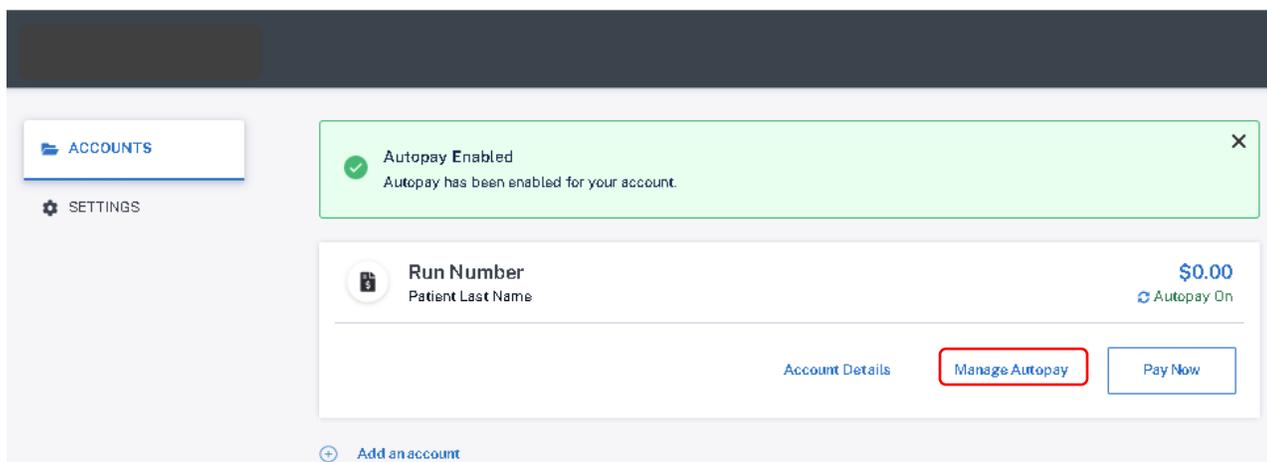
The screenshot shows a navigation menu on the left with 'ACCOUNTS' and 'SETTINGS'. A green notification box at the top right states 'Autopay Enabled' and 'Autopay has been enabled for your account.' Below this, an account card for 'Run Number' (Patient Last Name) shows a balance of '\$0.00' and 'Autopay On'. At the bottom of the account card are buttons for 'Account Details', 'Manage Autopay', and 'Pay Now'. An 'Add an account' link is visible at the bottom left of the account list.

The day after scheduling your recurring payment, your account will show your monthly payment amount and the date your recurring payment is scheduled



This screenshot shows the account card for 'Run Number' (Patient Last Name) with a balance of '\$0.00' and 'Autopay On'. A blue arrow points to a new payment amount of '\$25.00' and a green arrow points to the scheduled date 'Autopay March 25, 2022'. The 'Manage Autopay' button is highlighted with a red box.

If you want to disable autopay, select Manage Autopay

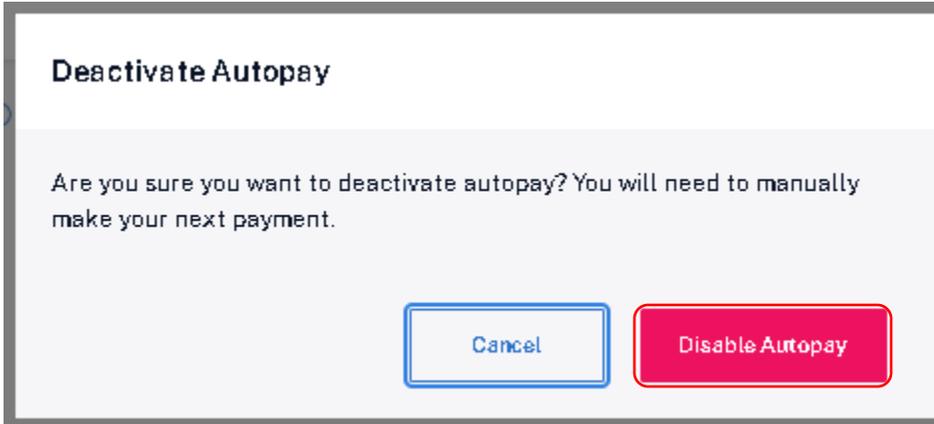


This screenshot is identical to the previous one, but the 'Manage Autopay' button is highlighted with a red box to indicate the next step in the process.

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

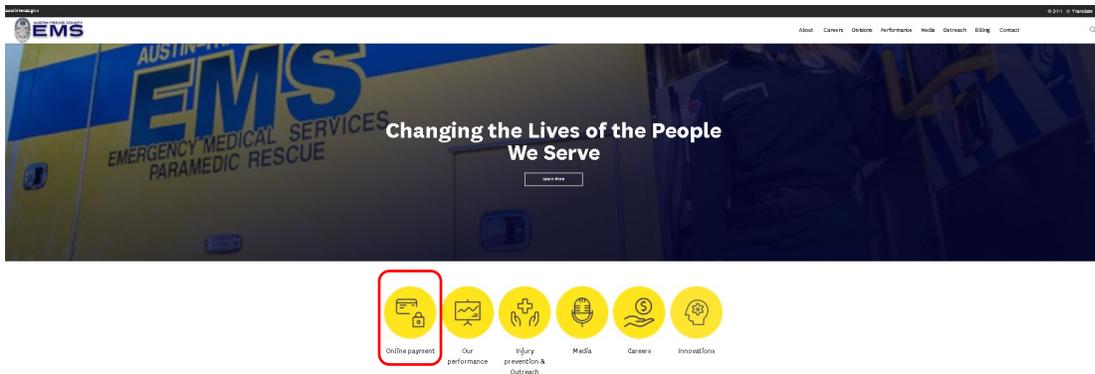
## STEP-BY-STEP GUIDE FOR CUSTOMERS

Select Deactivate Autopay. You will receive an email confirming that AutoPay has been disabled.



If you have already scheduled a recurring payment and would like to update your payment schedule (change the payment amount or pay on date), you will submit a new recurring payment request. The new request will supersede the previous request. Please note this must be done at least 3 days otherwise your new request will not take effect until the following month.

Visit [www.ATCEMS.org](http://www.ATCEMS.org)  
Select "Online Payment"



# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

Select “Schedule Recurring Monthly Payment”

Thank you for choosing Citybase to manage your Austin-Travis County EMS payments. From the Citybase online portal, you can make secure payments on your Austin-Travis County EMS account(s). You have the option to make a one-time payment or schedule recurring monthly payments.

Please have your invoice you intend to pay available to complete the required fields in the Citybase online portal.

To make a one-time payment, click the “Make One-Time Payment” button to proceed to the Citybase online payment portal.

To schedule recurring monthly payments, click the “Schedule Recurring Payments” to proceed to the Austin Finance Online site. From this site you will be able to create your payment schedule, set up and save your payment method, update existing payment schedules, stop a recurring payment schedule, and update your saved payment method in the Citybase online portal. Important note when scheduling recurring payments: Please schedule your payments at least three (3) days in advance of when you want the first payment to occur. If your recurring payment is not scheduled at least three (3) days in advance, your recurring payment will not take effect until the following month.

[Make a One-Time Payment](#)

[Schedule Recurring Monthly Payments](#)

Please contact our Billing Office with any questions at 512-972-7210, Monday through Friday, 9:00am – 4:30pm.

You will then be directed to the Austin Finance Online site where you will select Option 2 to Update a Payment Schedule – **please note, you must set up the payment schedule at least three (3) days before you want your first payment to take place**

### OPTION 2

Update existing payment schedule or stop my recurring payment schedule

[Update Payment Schedule](#)

Enter your Run Number and Date of Service, then select Verify Run Number and Date of Service

EMS RECURRING PAYMENT REQUEST FORM

CONTACT INFORMATION

Verify Run Number and Date of Service

[Verify Run Number and Date of Service](#)

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

If your run number or date of service is incorrect, you will receive the following message:

The Run Number or Date of Service entered is not found in the EMS records. Please contact EMS at (512) 972-7210 or [emsbillinginfo@austintexas.gov](mailto:emsbillinginfo@austintexas.gov)

If you do not have the correct information or are unsure, please contact the Austin-Travis County Billing department using the contact information in the above message.

Enter the following information (all fields are required):

- Patient First Name
- Patient Last Name
- Requestor Full Name
- Requestor Phone Number
- Notify Email
- Payment Amount (if you wish to stop your previously scheduled recurring payment, add \$0 here)
- Pay on Day Each Month – You can select days 1 through 28 but remember this must be scheduled at least three (3) days in advance in order for your first recurring payment to take place this month.

Select “Submit Request”

### EMS RECURRING PAYMENT REQUEST FORM

#### CONTACT INFORMATION

Your run number and date of service are valid. Please complete the form below.

Run Number

Date of Service

Patient First Name

Enter Patient's First Name

Patient Last Name

Enter Patient's Last Name

Requestor Full Name

Enter Requester Name

Requestor Phone Number

5556667777

Notify Email

email@address.com

#### PAYMENT INFORMATION

Payment Amount

0.00

Pay On Day Each Month

1st

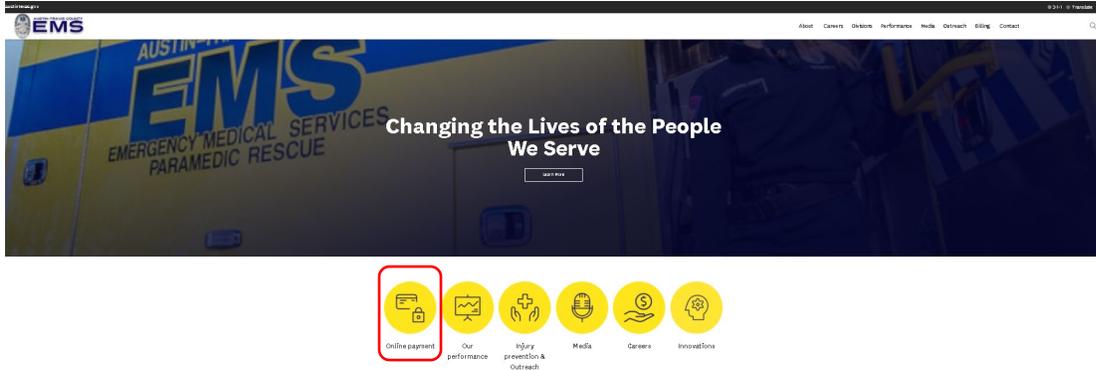
Submit Request

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

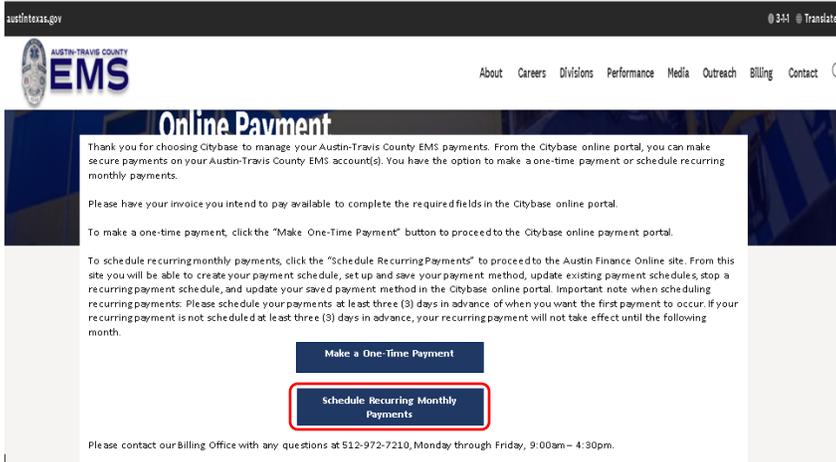
## STEP-BY-STEP GUIDE FOR CUSTOMERS

If you have already scheduled a recurring payment and would like to update your payment method:

Visit [www.ATCEMS.org](http://www.ATCEMS.org)  
Select "Online Payment"



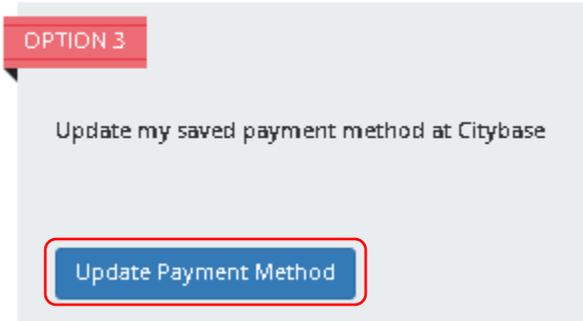
Select "Schedule Recurring Monthly Payment"



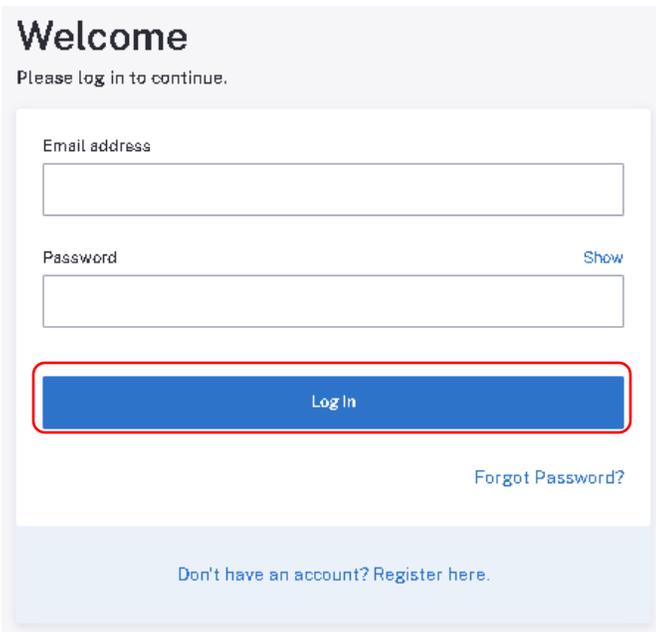
# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

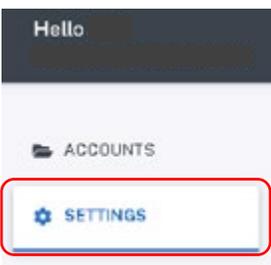
You will then be directed to the Austin Finance Online site where you will select Option 3 to Update a Payment Method



Log in to your Citybase profile



Select Settings



# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

Select Add a Payment Method; you can also select Remove to remove a payment method you no longer want saved to your profile.

The screenshot shows the City of Austin online payment interface. At the top left is the City of Austin logo and name. A dark grey header bar contains the word "Hello". Below this, there are two main sections: "ACCOUNTS" and "SETTINGS". The "SETTINGS" section is highlighted with a blue border. Under "SETTINGS", there are three sub-sections: "Contact Information", "Email", and "Phone Number". Each of these sub-sections has a corresponding input field and an "Edit" button. Below these is the "Wallet" section, which contains a card icon and a "Remove" button. At the bottom of the "Wallet" section, there is a dashed blue box containing a plus sign and the text "Add a Payment Method".

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

Select Credit Card and enter the following information and select Add Credit Card

- Country
- Name on card
- Credit card number
- Expiration date (MM/YY)
- CVV
- Zip Code

SETTINGS > ADD PAYMENT METHOD

### Add New Payment Method

The screenshot shows a web form titled "Add New Payment Method" with a "Credit Card" radio button selected. The form includes the following fields and elements:

- Country:** A dropdown menu with "United States of America" selected. A blue arrow points to this field.
- Name on card:** A text input field. A blue arrow points to this field.
- Credit card number:** A text input field. A blue arrow points to this field.
- Expiration date (MM/YY):** A text input field. A blue arrow points to this field.
- CVV:** A text input field with a credit card icon to its right. A blue arrow points to this field.
- Zip code:** A text input field. A blue arrow points to this field.
- Buttons:** At the bottom, there are two buttons: "Cancel" and "Add Credit Card". The "Add Credit Card" button is highlighted with a red rectangular box.

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

Once payment information is added, this data cannot be edited or viewed. There is a limited information that will be displayed once it's saved. If you are having difficulty making a payment using the wallet, you will need to "remove" this card and add it back again.

**Wallet** ▼

 Card ending in  
Exp Date 04/26 Remove

+ Add a Payment Method